InfoGuard Service Operation –
We safeguard the operation of your infrastructure.

InfoGuard attaches great importance to having fully satisfied customers. For us, therefore, support is more than just providing updates or assistance when problems occur. We help you to obtain the greatest benefits from your investments and safeguard them in the long-term.

To achieve this, InfoGuard maintains its own service operations with certified specialists. Our support team provides excellent technical support and is on hand to solve problems quickly with the aim of guaranteeing operational integrity.

SWISS INFORMATION SECURITY

Service Operation –
We support you around the clock.

InfoGuard Technical Support Services[1]:

Support Level	BASIC	ADVANCED	PREMIUM
• Response time: 5x9 • Response within 2 hours • On-Site Support within 8 hours (Next Business Day)		5x9 – Next Day	
• Response time: 5x9 • Response within 2 hours • On-Site Support within 4 hours (Same Business Day)		5x9 – Same Day	
• Response time: 7x24 • Response within 1 hour • On-Site Support within 4 hours (Same Day)		7x24	

SCOPE OF SERVICES	BASIC	ADVANCED	PREMIUM
Basic readiness • Contact via phone and e-mail • Languages: G,E,F,I	✓	✓	✓
Support Portal • Ticketing / Support Case Tracking • 24h access to InfoGuard's support portal	✓	✓	✓
Support services • Hotline Support • On-site operations • System & design review • Updates to a new minor version • Pre-defined activities and checks • Technical evaluation	based on effort	✓	✓
Proactive product information • Manufacturer information • Patch notification • Software updates		✓	✓
Remote Access • Support via secure remote access		✓	✓
Exchange of hardware • Exchange of hardware on-site • Acceptance of the configuration • Functional test & acceptance			✓
IT Operation Appliance • Active monitoring			✓

1) Our technical support is in addition to the manufacturer's maintenance contracts and assumes that a valid contract is in place. For customers not in possession of a valid support agreement a flat-fee of at least CHF 500 will be billed for each support call. In addition, the provision of support will be invoiced according to effort.

InfoGuard – the Swiss professionals for information security and network solutions
We provide technical support services not only for our own solutions but also for all partner products.

JUNIPER · paloalto · F⊖RTINET · algosec · CISCO · BLUECAT · ARBOR

Good · SOPHOS · SEPPMAIL · websense · AIRLOCK · VARONIS · ssh

ADVA · NetApp · riverbed · KEMP TECHNOLOGIES,INC. · FUJITSU